

Customer Service Officer - BFS

Branded Financial Services is a part of the Avanti Finance Group, a growing non bank lender operating across Australia and New Zealand. We work closely with brokers and introducers to deliver fast, fair and commercial lending decisions, backed by strong credit discipline and a genuinely people first culture.

We are now looking for a Customer Service Officer to join our Sydney based Customer Service team. This is a hands on role suited to someone who enjoys meaningful customer conversations, practical problem solving and achieving sustainable outcomes for both customers and the business.

So, what's the role?

Reporting to the Head of Lending Operations, you will be responsible for providing front-line support to customers via phone and email channels. This role supports customer requests, resolves issues efficiently, maintains accurate records and ensures service excellence is demonstrated at every touchpoint. You may at times be required to engage with other departments and keeping communication clear and upbeat and timely

What will you be doing?

- Engaging customers through inbound and outbound contact to assist with general enquiries relating to their loan account.
- First point responder in problem-solving,
- Updating customer information
- Maintaining accurate records, file notes, and documentation across systems
- Ensuring all activity aligns with regulatory, compliance, and responsible lending requirements
- Working collaboratively with internal teams to deliver positive end to end customer outcomes

What experience will you bring?

- Experience in customer service or financial services within the Australian market, ideally
- Understanding of regulatory, compliance and responsible lending obligations
- Strong verbal and written communication skills with the ability to manage sensitive conversations
- A solutions focused mindset with sound judgement and negotiation skills
- Strong attention to detail and the ability to manage competing priorities
- A team first approach with resilience and a genuine desire to help customers
- Customer centric approach

You'll be joining a business in growth mode that values accountability, initiative and doing the right thing. We invest in our people, encourage ideas, and give you the autonomy to do your job properly without unnecessary layers.

If you are a Customer Service Officer who values quality conversations, ownership and being part of a supportive, high performing team, we would love to hear from you.